

Customer Care Training Package – PLM

Keep customer care and all people facing your subscribers ready to provide them with good support and information

Customer Care support has an important impact on services adoption and revenue. You need to ensure your subscribers will get good answer and support when using your Personal Life Mobilizer solution. Customer Care turnover is an issue for MNOs in order to keep them well trained. This is why most of MNOs have dedicated “internal trainers” organizations to manage knowledge transfer to CCA. This “training the trainer” program will help you to get all knowledge you need to keep trained your Customer Care force and also save time by getting professional training materials ready to use when training your Customer Care. More than **98%** of our customers rated this training between **Very good and Excellent**



At the end of the training you will

- > Understand Personal Life Mobilizer solution use cases.
- > Understand end user experience on different PLM scenarios.
- > Main issues and troubleshooting PLM end user issues
- > End users Frequently Asked Questions when using a PLM solution.
- > Receive professional training materials ready to use to train your customer care force. Get trainer’s tips.

Who should attend

- > Customer Care Senior Staff
- > Customer Care Managers
- > Customer Care Trainers

Pre-requisites:

- > None

This course is held in English
Professional training package contains:

- > Slide ware with comments
- > Teaching Script
- > FAQ questions for trainers
- > Gemalto dedicated trainer support

Key topics

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| <ul style="list-style-type: none"> > Personal Life Mobilizer > Handset Phonebook > (U)SIM phonebook > User experience | <ul style="list-style-type: none"> > Customer Care Interface > FAQ > End user support > Optimized Time Response |
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Day 1	Practice
<p>Trainees registration and training overview Introduction:</p> <ul style="list-style-type: none"> > What is Personal Life Mobilizer Solution? <p>PLM solution:</p> <ul style="list-style-type: none"> > Use Cases for Contacts Management Backup, Synchronization, Restore Conflict Resolution rules > General Subscribers Use Cases Subscriber registration, SIM swap, Handset swap, Handset configuration, Service promotion <p>PLM Customer Care Interface</p> <ul style="list-style-type: none"> > SIM/Handset Contacts management via Customer Care Interface: Backup, Synchronization, etc <p>PLM Self Care Interface</p> <ul style="list-style-type: none"> > SIM/Handset Contacts management via Self Care Interface: Backup, Synchronization, etc > Self Care Interface usage: Settings, history. <p>Supporting end-user</p> <ul style="list-style-type: none"> > FAQ / Troubleshooting 	<p>Demonstrations.</p> <p>Practical exercises for SIM/handset phonebook on CCI with different use cases</p> <p>Practical exercises for SIM/handset phonebook on SCI with different use cases.</p> <p>Manage SCI settings. Execute operations for subscriber and check subscriber history.</p>

Day 2	Practice
<p>Training your Customer Care</p> <ul style="list-style-type: none"> > Teaching script: Follow trainee's learning process > Slide ware: Understand teaching objectives slide by slide. Get familiar with trainee's common questions and difficult points > FAQ doc: What to do after training? Where to find information? Capitalize knowledge > Trainer Tips: Prepare your training, ensure trainee's satisfaction, manage group. <p>Workshops</p> <ul style="list-style-type: none"> > Run professional training package with Gemalto's trainer support. 	<p>Getting familiar with professional training package content and usage</p> <p>Run some small trainings using training package</p>